



Australian Government

ICTSAS411 Assist with policy development for client support procedures

Release: 1

ICTSAS411 Assist with policy development for client support procedures

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes skills and knowledge required to contribute to the formulation of client support procedures to be included within organisational policy.

It applies to experienced individuals who may work under supervision and have a level of responsibility to ensure work is completed to quality standards and requirements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems administration and support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine support issues	1.1 Review current client support procedures followed by the organisation if appropriate 1.2 Gather feedback from client detailing positive and negative aspects of their contact with the organisation 1.3 Gather feedback from user who executes client support procedures, detailing problems with current methods
2. Develop client support procedures	2.1 Create or update client support procedures using information gathered from client and user 2.2 Forward new client support procedures to appropriate person

ELEMENT	PERFORMANCE CRITERIA
	for review
3. Provide recommended changes for client support policy	3.1 Evaluate feedback on client support policy 3.2 Incorporate changes to client support policy 3.3 Determine impact the new policy will have on organisational guidelines and client interactions 3.4 Prepare report detailing changes in policy and impact on the client and user in a clear and concise manner 3.5 Forward report and updated policy to appropriate person for approval
4. Update documented client support policy	4.1 Amend policies to include new client support procedures 4.2 Issue new policies to clients and users in line with organisational guidelines 4.3 Maintain policy updates in line with organisational guidelines

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 3.1	Interprets and analyses technical information and numerical data from different sources to determine requirements and complete necessary actions
Writing	1.2, 1.3, 2.1, 3.2, 3.4, 4.1	- Develops and presents specific information logically and concisely, using appropriate formats and clear and accurate language - Revises documents based on feedback from others and implements version-control procedures
Oral Communication	1.2, 1.3, 2.2, 3.5, 4.2	- Effectively uses questioning and active listening techniques, and participates in verbal exchanges to obtain information and gather feedback from a range of stakeholders - Uses detailed and clear language to express requirements and present information
Numeracy	1.1, 2.1, 3.4, 4.1	Interprets, analyses and presents numeric information in documents and reports

Navigate the world of work	4.3	• Takes personal responsibility for maintaining policies as required by organisational guideline
Interact with others	2.2, 3.5, 4.2	• Selects and uses appropriate conventions and protocols when communicating with client and others in a range of work contexts
Get the work done	1.1-1.3, 2.1, 2.2, 3.1-3.4, 4.1, 4.3	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes • Uses formal analytical thinking techniques for identifying issues and generating possible solutions, seeking input from others as required

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS411 Assist with policy development for client support procedures	ICASAS411A Assist with policy development for client support procedures	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTSAS411 Assist with policy development for client support procedures

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Performance Evidence

Evidence of the ability to:

- evaluate and analyse existing client support policy and procedures
- create or update procedures for current or emerging needs
- elicit feedback and review proposed changes
- make recommendations on new changes
- update and maintain policies.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- discuss current trends and issues in information and communications technology (ICT) relevant to client support
- describe the key features of the organisational guidelines for client maintenance and administration
- explain the key features of organisational policy for access and security
- describe the review process and its key stages.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the systems administration and support field of work and include access to:

- special purpose tools, equipment and materials
- industry software packages

- sites, peers and supervisors to identify the extent and quality of the contribution required
- information about systems or networks to be supported
- technical manuals, tools and organisational guidelines
- current business requirements and documentation standards.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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